E-exam Reports and the NVIDIA® nView Desktop Manager

Overview:
Some test control facilities have experienced compatibility problems between the E-exam program and certain NVIDIA® video controller software drivers. An optional Desktop Manager program in these NVIDIA® drivers (which enables users to manually adjust display features on the controller and/or monitor) will prevent E-exam from generating reports. This program is commonly referred to as the "nView Desktop Manager" and accompanies most drivers of NVIDIA® video controller cards.
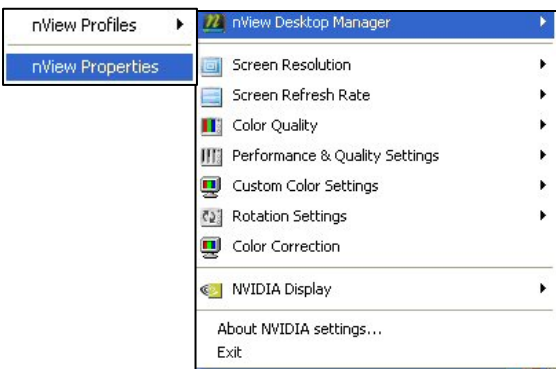
These NVIDIA® video controllers (and the accompanying drivers) are becoming more commonplace in purchases of new Air Force computer workstations. Also, these controllers/drivers are sometimes installed on existing workstations when upgrading to newer (i.e. flat screen) monitors. While the E-exam program is able to run with any type of video controller hardware, the optional NVIDIA® nView Desktop Manager program needs to be disabled.
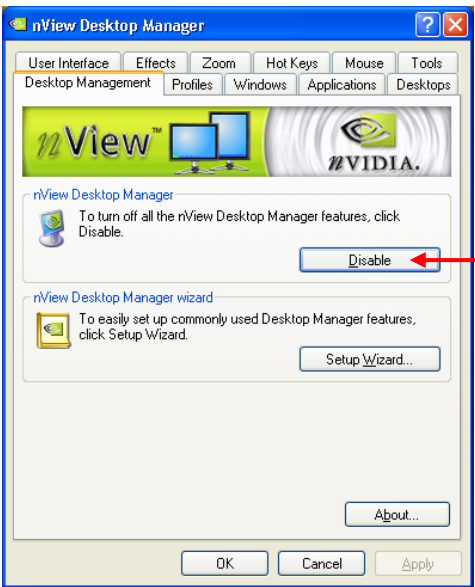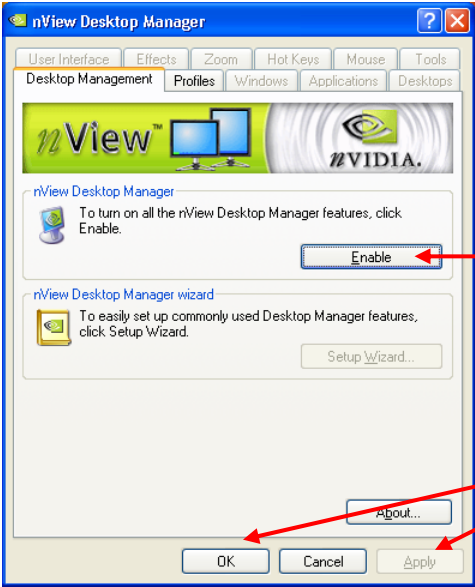
Symptoms:
When the nView Desktop Manager is enabled, the E-exam program will not be able to generate any type of reports (i.e. Test Summary Reports, Test Specs Reports, etc.).

Solution/Fix:
The nView Desktop Manager program must be disabled. This action should not adversely affect the nominal operation of the controller card, but merely disable the ability to manage numerous screen appearance settings. Follow the procedures below to disable the nView Desktop Manager.

1.	If the NVIDIA® driver is loaded on the workstation, you'll see a small NVIDIA® icon (similar to the one shown below) in the Notification area of the Windows Taskbar (bottom-right of you're your screen). You may have to expand the Notification area to see this icon.
2.	When you **click on this icon**, a pop-up menu will appear (shown). When you roll your cursor over the nView Desktop Manager option, a submenu will appear (also shown). **Click on nView Properties**. The nView Desktop Manager window should appear on your screen (shown on next page).

3.	If the manager is currently *enabled*, all of the function tabs will be enabled (selectable) and there should be a button available to Disable the nView Desktop Manager (shown below). **Click on the Disable button** to disable the nView Desktop Manager.

Click here to disable.

4.	If the manager is currently *disabled* (or if you have successfully disabled the manager), all of the nView Desktop Manager function tabs will be disabled (grayed-out, not selectable). There should also be a button available to enable (or re-enable) the desktop manager (shown below). **DO NOT click on the Enable button**... you want the nView Desktop Manager to remain disabled. **Click the Apply and/or OK buttons** to close the window.

DO NOT enable.

Select Apply and/or OK.

5.	In some cases, it may be necessary to **reboot the workstation** to ensure these changes are permanently saved and that they are in affect when launching the E-exam program to administer tests and/or generate reports.